

Notice of References Cited	Application/Control No. 09/865,827		Applicant(s)/Patent Under Reexamination SIMPSON ET AL.	
	Examiner Vivek D. Koppikar		Art Unit 3626	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,845,256	12-1998	Pescitelli et al.	705/4
*	B	US-2002/0019754	02-2002	Peterson et al.	705/4
	C	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

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	U	"Building a self-service culture that works." by Samuel Greengard, Workforce, Volume 77, Number 7, p.60, July 1998, ISSN: 0811-9023. Dialog ID Number 10371791. From Dialog File 148 (Gale Group Trade & Industry).
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.